

Service-Con-201試験解答、Service-Con-201学習資料



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Salesforce Service-Con-201 認定試験の出題範囲：

トピック	出題範囲
トピック 1	Implementation Strategies: This domain focuses on consulting engagement participation, deployment and training recommendations, and considerations for data migration, quality, governance, and large data volumes.
トピック 2	Integrations: This domain covers integration use cases and considerations for connecting Service Cloud with third-party solutions and external data sources.
トピック 3	Case Management: This domain covers designing end-to-end case management solutions, implementing case deflection strategies, configuring entitlements, milestones, SLAs, and understanding Service Cloud automation capabilities.
トピック 4	Intake and Interaction Channels: This domain addresses designing intake channels, recommending interaction channels, understanding configuration best practices, and implementing AI agents and agentic service capabilities.
トピック 5	Service Cloud Solution Design: This domain involves designing solutions that balance capabilities, limitations, and trade-offs for service reps and customers while meeting data security and compliance requirements.

>> Service-Con-201試験解答 <<

Service-Con-201学習資料、Service-Con-201最新試験

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を非表示にすることができます。すべての面が完璧です。

Salesforce Certified Service Cloud Consultant 認定 Service-Con-201 試験問題 (Q250-Q255):

質問 # 250

Cloud Kicks (CK) supports customers through Salesforce Messaging. Service reps have reported multiple instances where customers have used abusive language because they are upset with the company. However, CK still needs to service these customers.

Which solution should the Service Cloud Consultant recommend?

- A. Create a Service Agent for intake and use the Raise Supervisor Flag action.
- **B. Create a Service Agent for intake and use the Escalate to Supervisor action.**
- C. Use Slack Case collaboration to get the customer solution quickly.

正解: B

解説:

Agentforce Service Agent includes actions that allow escalation when certain behaviors or triggers occur during a conversation. The "Escalate to Supervisor" action is designed for situations requiring immediate oversight-such as handling abusive language or sensitive customer interactions-while maintaining service continuity.

This approach enables supervisors to intervene directly or provide guidance, ensuring the customer is still supported professionally.

Option A (Raise Supervisor Flag) is primarily for flagging potential issues but does not initiate escalation or workflow action.

Option B (Slack collaboration) facilitates internal communication but doesn't directly manage customer-facing escalation workflows.

Referenced Salesforce Materials:

Salesforce Spring '24 Release Notes - Agentforce Service Agent Actions (Supervisor escalation options).

Service Cloud Consultant Exam Guide - Interaction Channels Domain.

Salesforce Help: "Use Escalate to Supervisor Action in Agentforce".

質問 # 251

Universal Containers (UC) plans to implement a chatbot within its healthcare division to increase case deflection, reduce wait times, and save agents time so they can work on more complex issues.

The UC stakeholder has raised a risk about the Health Insurance Portability and Accountability Act (HIPAA) and other common compliance standards when using chatbots.

What should a consultant do to address the risk?

- A. Conduct a discovery session with the stakeholder to ensure the voice and tone of the bot meet the required healthcare compliance standards.
- B. Create a bot in the production org and use the information captured in Conversation Logs to confirm that no healthcare data was discussed.
- **C. Share Information about bot security, availability, and confidentiality of healthcare data found on Salesforce Trust and Einstein Platform Compliance.**

正解: C

解説:

To address concerns about compliance with HIPAA and other standards when using chatbots, sharing detailed information on bot security, data availability, and confidentiality from Salesforce Trust and Einstein Platform Compliance resources is recommended.

This reassures stakeholders of the measures in place to protect sensitive healthcare data and maintain compliance.

When implementing chatbots in healthcare or other regulated industries, compliance with standards like HIPAA is critical. Salesforce Einstein Bots are part of the Salesforce Platform, which supports compliance certifications including HIPAA, SOC 2, ISO 27001, and more.

Salesforce Trust and Compliance documentation offers verified, detailed information on:

Data encryption

Audit trails

Security and confidentiality of interactions

HIPAA alignment for healthcare data

This ensures the stakeholder receives clear, authoritative details that directly address risk. Option B is the only one that provides formal assurance tied to platform compliance capabilities.

質問 # 252

The service center managers and IT team at Cloud Kicks have asked the consultant for a cost-benefit analysis after a new Service Cloud implementation.

What measurement will reflect cost savings after the implementation?

- A. Reduced license count
- B. KPIs for CSAT
- C. Reduced service rep backlog

正解: C

解説:

Reduced service rep backlog directly reflects operational efficiency and cost savings following a Service Cloud implementation. When automation, routing, and self-service capabilities reduce open case volume and agent handling time, the company can handle the same or greater workload with fewer resources-representing measurable cost savings.

Option A (CSAT) measures customer satisfaction, not cost efficiency.

Option B (license count) is a static expense metric and not a performance outcome of implementation.

Referenced Salesforce Materials:

Service Cloud Consultant Exam Guide - Contact Center Analytics Domain.

Salesforce Help: "Measure ROI and Operational Cost Savings in Service Cloud." Salesforce Trailhead: "Measure Contact Center Efficiency with Backlog and Handle Time."

質問 # 253

Cloud Kicks provides phone support to customers using the Service Cloud Voice Dialer. Once a call completes, support agents often need to send a follow-up email or finalize case notes. CK wants to get insight about agent efficiency.

Which metric should a consultant recommend to track the efficiency of individual agents?

- A. Total Emails Sent
- B. Call Abandonment
- C. After Conversation Work Time

正解: C

解説:

To track the efficiency of individual agents using the Service Cloud Voice Dialer, focusing on the "After Conversation Work Time" metric is recommended. This metric measures the time spent by agents on follow-up tasks after a call has ended, providing insights into how efficiently agents manage their post-call responsibilities and contributing to an overall understanding of agent productivity.

質問 # 254

Universal Containers (UC) is in the process of setting up Experience Cloud. UC needs to give customers access to their agreed upon response times via the portal.

Which solution should a consultant recommend?

- A. Maintenance Plans
- B. Milestones
- C. Service Contracts

正解: C

解説:

To provide customers with access to their agreed-upon response times via the portal, configuring Service Contracts in Experience Cloud is advisable. Service Contracts can detail the specific service levels agreed upon, and making this information accessible through the portal ensures transparency and sets clear expectations for service delivery.

質問 # 255

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